
Section D

Pre-Ordering Process

- D-1: Pre-order process flow
- D-2: Pre-order activity by order type
- D-3: Historical performance metrics
- D-4: Pre-ordering stress-test response time results
- D-5: Comparison of test pre-order transactions to company projections

Most common pre-order activity and corresponding legacy systems for different order types

Order Types	Pre-order Transactions and Legacy Systems				
	CSR (CRIS)	Prod. Avail. (BMEX)	Validate Address (PREMIS)	Reserve TN (PREMIS)	Due Date (SMARTS)
Resale					
Resale New		●	●	●	●
Resale As-Is	●				
Resale with Change	●	●		●	
UNE					
UNE-Platform New		●	●	●	●
UNE-Platform As-Is	●				●
UNE-Platform with Change	●	●			●
UNE-Loop-New		●	●		●
UNE-Loop-Conversion	●	●	●		
UNE-Loop-INP Only	●	●			
Retail					
New		●	●	●	●
Subsequent	●	●		●	

Source: Personnel Interviews

Historical response times for wholesale and retail pre-order transactions

Definition: Elapsed time from receipt of query request through the access platform until response is available to CLEC through the access platform.

Specified Standards: No standard Specifically defined. The Company's position is that the response times provided currently allow CLECs to perform the pre-ordering functions in an effective and efficient manner.

Pre-ordering system response times (seconds)

	CSR			Average non-CSR		
	Wholesale (W)	Retail (R)	Difference (W-R)	Wholesale (W)	Retail (R)	Difference (W-R)
July	11.59	0.14	11.45	11.36	0.62	10.74
August	11.53	0.14	11.39	17.53	0.59	16.94
September	3.13	0.14	2.99	11.09	0.62	10.47

Source: BA-NY DCAS reports.

The wholesale CSR data for 8/15-8/22 could not be accessed and is unrecoverable.

BA-NY currently does not test the response times for Telephone Number availability and reservations.

The improvement in the CSR response time for September was due to a change in system architecture implemented in August.

Comparison of test pre-order transactions to company projections

1. Company 1998 projections of number of transactions (J. Smith Affidavit, Exhibit 2)	3,963,647*
2. Company 1998 daily number of transactions (L1 / 260)	15,245
3. Test pre-order capacity	46,120

** Total projected transactions include pre-order, order, maintenance and repair, and billing inquiry transactions.*

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Ordering Process

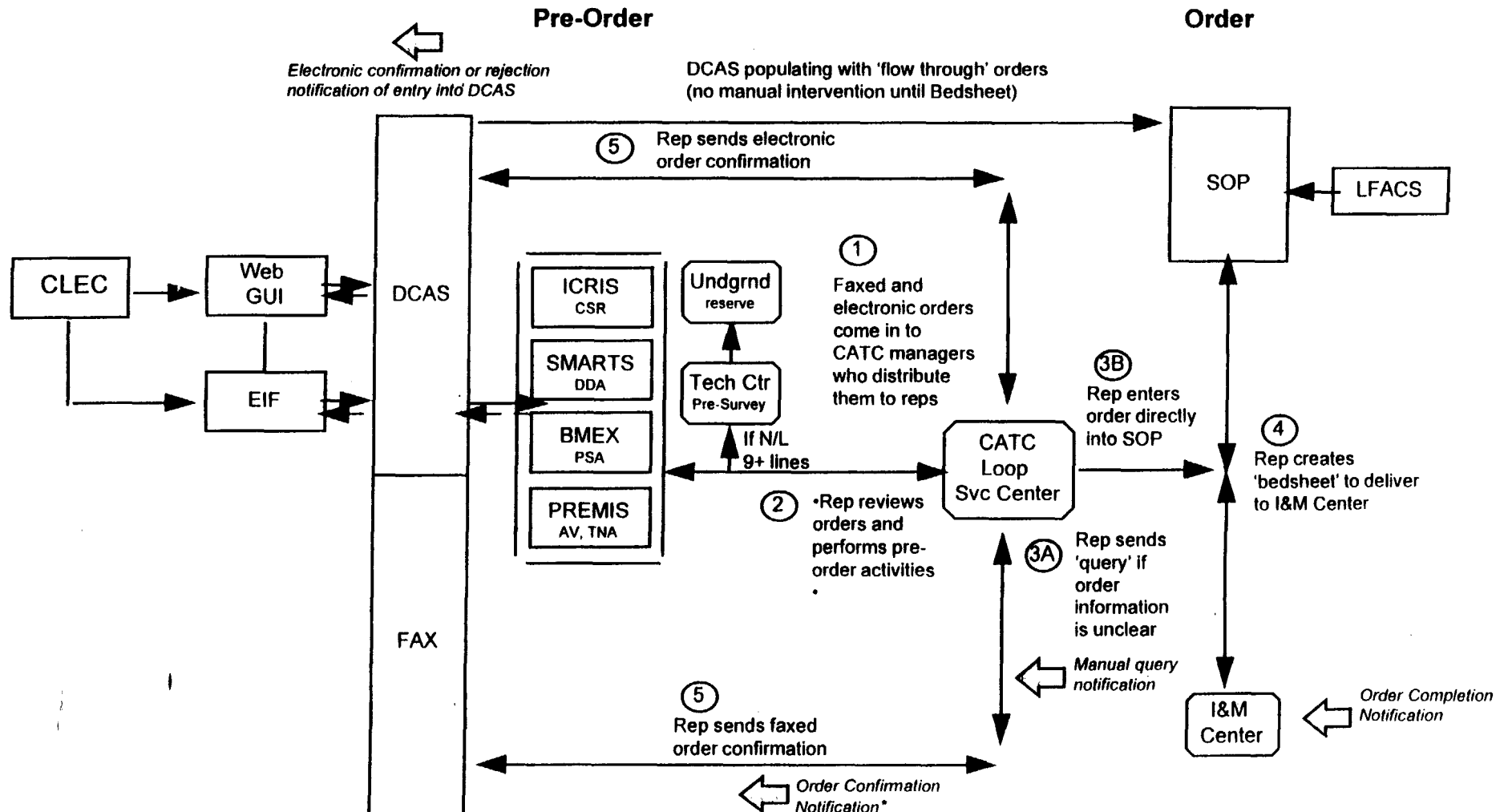
Section E

Ordering Process

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E-2: Systems flow
E-3: Current staffing levels
E-4: Order process and corresponding metrics
E-5: Historical metrics
E-6: End-to-end test order volumes

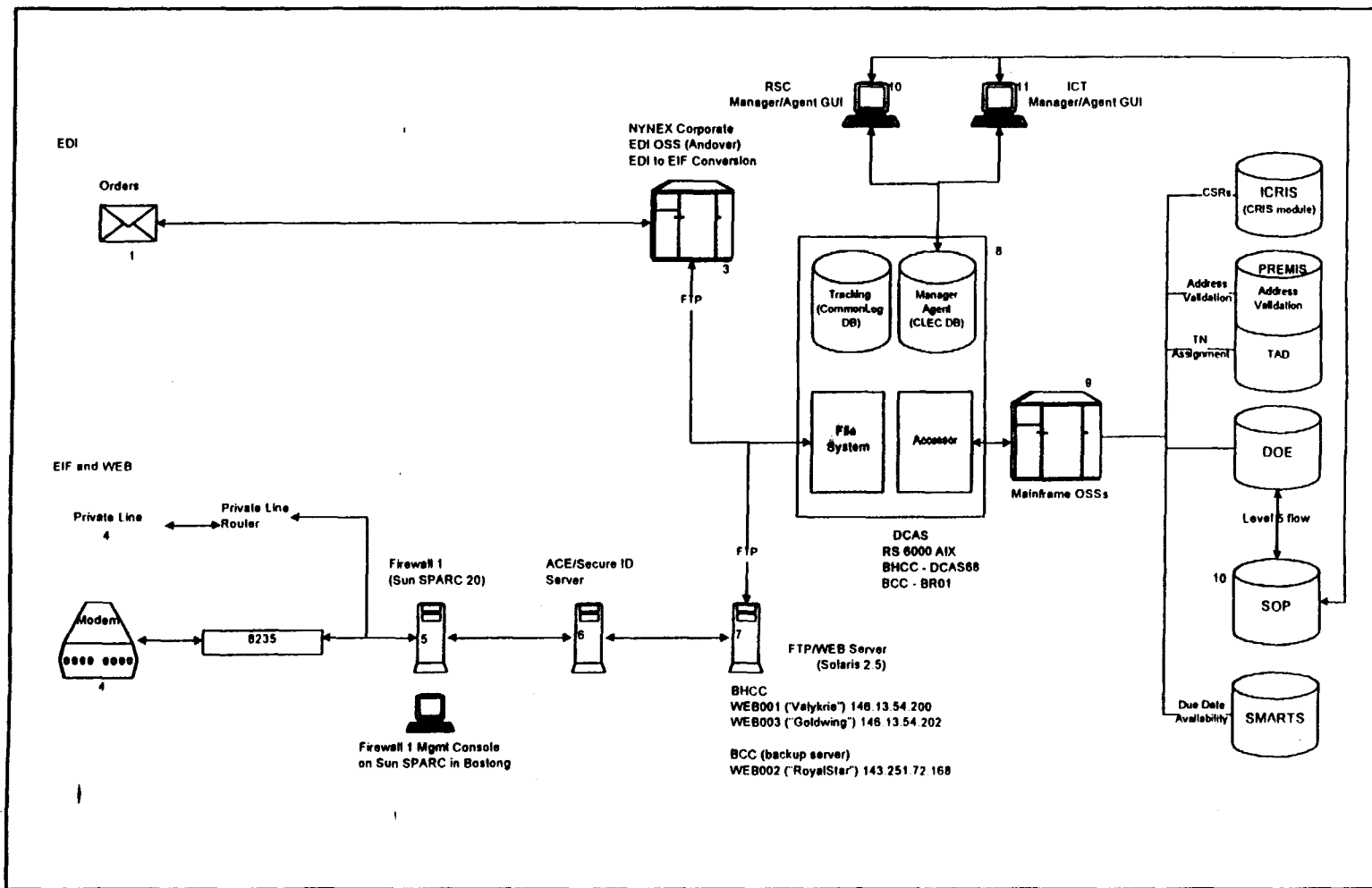
E-7 : Ordering performance metrics for the end-to
end test
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E-10 : Results of time and activity study
E-11 : Manual capacity analysis
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time & activity study

UNE Loop pre-order and order process flow



* System testing underway to allow SOP to send order confirmations and completion notifications automatically to the CLEC

Resale pre-order and order systems flow



Current staffing levels by center
October 1997 Staffing Levels

	Service Order Managers	Service Representatives
NY Resale	5	39
NE Resale	5	31
NY CATC	2	17
NE CATC	1	30
ICT	1	8 (3)*
TOTAL	14	128

Source: C&L interviews, BA-NY organization charts

* ICT has 3 service order representatives working in other BA-NY outsourcing groups who are trained on processing BA-N resale orders and who can fill in when extra resources are necessary

Historical order volumes processed: NY and NE

	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97
UNE-Loop	1,033	685	649	540	281	528
Resale	3,447	4,603	5,990	6,962	7,017	9,835

Source: BA-NY DCAS - Summary by reseller reports

UNE-loop order volumes include non-mechanized orders only. Only 200 electronic loops orders have been received by the center.

UNE-loop order volumes include Centrex and other complex order types.

Data prior to April 97 for UNE-loop is not readily available; the center has been in operation for over 2 years.

UNE-platform order volumes not available.

Data for 8/15-8/29 is not available due to Web reporting problems.

Resale volumes are all mechanized orders processed; there have been no non-mechanized resale orders.

Resale volumes include New, Converts, Complex, etc.

Historical order-reject rate performance

Definition: Percentage of total orders rejected due to an error or omission.

Specified Targets: An order is rejected if there is an error or omission in it made by the CLEC. Therefore there is no specified target for this metric.

Order rejection rates

	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97
Resale requests submitted	241	732	908	1,426	1,981	2,997	3,871	5,196	6,884	7,733	9,140	11,896
Resale order rejects	77	168	217	419	633	838	1,099	1,486	1,577	1,904	2,273	3,015
Resale reject rate	32%	23%	24%	29%	32%	28%	28%	29%	23%	25%	25%	25%
UNE reject rate	-	-	-	-	-	-	-	-	-	-	2.7%	7.9%

Source: BA-NY DCAS - Canny affidavit

All rejects are due to CLEC errors (wrong or missing information)

UNE rejection rates are only available for August and September 1997

Historical order reject timeliness performance

Definition: Average response time from receipt of an invalid service request to distribution of order rejection

Specified Targets: 90% within 2 hours for mechanized Resale and UNE
 90% within 24 hours for manual Resale and UNE
 90% within 48 hours for UNE-loop received via fax

Order Reject Timeliness for Resale and UNE Orders

	Resale			UNE		
	July	Aug.	Sept.	July	Aug.	Sept.
Manual Processing (Hours)						
Reject Notice: Response Time (<10 Lines)*	1.3	13.3	6.9	N.A.	66.0	69.6
Mechanized Processing (Hours)						
Reject Notice: Response Time**	0.0002	0.0002	0.257	N.A.	*	2.9

Source: BA-NY File 3Q97 Order performance report

*Includes New York and New England orders. Resale POTS results based on a random sample of 200 conversion orders.

**Includes New York and New England orders.

Ordering performance metrics for the end-to-end test - actual performance

Order type			Day 1	Day 2	Day 3	3 Day average
% Flow Through (%)	Resale (L5)		93%	95%	93%	94%
	UNE Platform		0%	0%	0%	0%
	UNE Loop		0%	0%	0%	0%
Order rejection rate (%)	Resale (L5)		10%	8%	9%	9%
	UNE Platform		1.3%	0.4%	0.3%	0.6%
	UNE Loop		30%	23%	13%	23%
Order confirmation notification timeliness (Hours:Minutes)	Resale	L5	1:36	1:29	0:47	1:20
		L2*	3:46	3:43	2:30	3:27
	UNE Platform		1:08	1:48	1:48	1:28
	UNE Loop		43:00	16:00	50:00	33:00
Order reject timeliness (Hours:Minutes)	Resale	L5	0:25	0:37	0:09	0:25
		L2*	3:49	3:33	2:25	3:27
	UNE Platform		3:12	2:37	-	2:56
	UNE Loop		47:00	37:00	31:00	40:00
Order completion notification timeliness (Hours:Minutes or % within target)	Resale	L5	100%	100%	100%	100%
		L2	3:40	3:14	3:44	3:30
	UNE Platform		all completion notifications delivered next business day			
	UNE Loop		*	*	*	0:22

L2* resale metrics are for test CLEC orders only as DCAS currently does not report on non-level 5 orders

(1) target is noon of the next business day following the completion of the order in CRIS

target is 90% within the applicable time frame

* Insufficient sample size gathered during the end-to-end test

OSS capacity analysis

OSS Processes Supported

Application Systems	Pre-ordering	Ordering	Provisioning	Billing	Repair & Maint.	Capacity Utilization (%)					
						Shift 1		Shift 2		Shift 3	
						Average	Peak	Average	Peak	Average	Peak
CRIS	●			●		43	43	41	53	39	53
DOE	●					65	80	52	68	54	73
SOP			●			32	37	28	36	22	28
FACS			●			28	38	24	33	16	29
WFA			●		●	80	89	58	81	29	55
CABS				●		44	59	17	34	37	63
LMOS					●	74	85	49	65	50	62

Source: BA-NY standard monthly systems capacity analysis report

● - indicates the processes supported by each application

"-": data not available

Shift 1, 2 and 3 represent the 3 daily shifts during which the mainframe systems are operated

Results of order process time and activity study

Order Center	Sample Size*	Avg. # of lines	Processing Times (minutes/order)			Productive hours/day assumption
			Average	Max	Min	
NY Resale	244 (L)	2.8	13.0	57	1	6hr30min
NE Resale	128 (L)	3.3	18.0	96	2	6hr30min
NY CATC	102 (L)	3.9	24.8	123	2	6hr30min
NE CATC	512 (T)	1.0	6.6	49	1	6hr30min
ICT - Resale	204 (T)	1.0	6.7	46	1	6hr30min
ICT - Platform	231 (T)	1.0	7.0	20	2	6hr30min

L: Live orders; T: Test orders

The live orders were collected over a 5 week period

*number of orders upon which manual capacity calculations are based

Process times = time elapsed from when rep begins work on order to time order confirmation is sent

Historical performance metrics from manual time & activity study

Our manual study involved gathering ordering metrics and processing data for a 4-5 week period prior to the BA-NY end-to-end test. The purpose of our manual study was to corroborate findings from the test and to verify that performance between what BA-N is currently doing and the test results were not dramatically different. During the course of our manual study, we gathered information from every service order representative in each ordering center (with the exception of the NY Resale Center in which we used a sample size of reps). Service order representatives participated by filling out detailed tracking sheets on each of the orders they worked on over this period of time.

Historical Performance Metrics from Manual Time & Activity Study						
Order Centers	% Bus vs Res	Dominant Order Types	Average Lines Per Order	Query Rate	Order Reject Timeliness	Order Confirmation Timeliness
NY Resale	57% Bus 43% Res	35% CFB* 56% Subs	2.8	20%	15.7 h**	22 h**
ICT Resale	29% Bus 71% Res	91% CFB*	1.7	0%	N/A**	15.2 h**
NY CATC	100% Bus 0% Res	29% CFB* 30% New 19% INP	3.9	14%	39.6 h	68 h
NE CATC	90% Bus 10% Res	88% CFB*	1.3	65%*	16.5 h**	11.3 h**

*Only one CLEC, who is new to the business, is sending orders at this time, thereby driving up the query rate; this rate should decrease significantly in the near future

*CFB = Convert with Final Bill

**Note: Timeliness measures calculated including all cycle times, except weekends

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Provisioning Process

Section F

Provisioning Process

- F-1 : Provisioning process overview**
- F-2 : UNE-loop hot-cut process flow diagram**
- F-3 : Results of provisioning systems parity test**
- F-4 : Historical performance**
- F-5 : Provisioning metrics for the end-to-end test**
- F-6 : Capacity calculations**

Historical average installation interval offered

Definition: Average time from receipt of valid service request (application date) to committed due date. For orders received after 3p.m., the next business day is considered Day 0 Application Date. Excludes customer requested Due Date beyond offered intervals.

Specified Standards: Resale - compare to retail POTS
UNE-platform - compare to retail POTS

Average offered installation intervals (days)

	Resale			UNE Loops			UNE Other			Retail		
	July	Aug.	Sept.	July	Aug.	Sept.	July	Aug.	Sept.	July	Aug.	Sept.
Total - No dispatch	1.9	2.0	1.9	N/A	N/A	N/A	4.4	5.0	4.9	1.0	1.2	1.2
Dispatch 1-5 lines	3.8	3.8	3.8	4.4	4.9	4.2	7.8	6.3	3.8	4.8	4.9	5.0
Dispatch 6-9 lines	5.7	4.8	4.8	4.1	3.5	3.4	N/A	N/A	N/A	5.3	5.8	6.7
Dispatch > 9 lines	3.6	6.9	3.3	5.0	6.9	6.6	N/A	N/A	N/A	7.6	7.2	6.8

Source: BA-NY File 3Q97 Provisioning performance report
N/A: No orders

Historical percentage of appointments missed

Definition: Percentage of lines where completions are not done by due date on order confirmation. Excludes misses where the competing carrier or end user caused the missed appointment.

Specified Standards: Resale - compare to Retail
 UNE POTS - compare to Retail
 UNE-platform - compare to Retail

Percentage of Appointments Missed

% Missed Appointments	Resale			UNE Loop			UNE Platform			Retail		
	July	Aug.	Sept.	July	Aug.	Sept.	July	Aug.	Sept.	July	Aug.	Sept.
Dispatch	5.32%	6.49%	6.70%	1.94%	4.35%	0%	0%	0%	0.08%	15.92%	16.59%	16.04%
No Dispatch	0.06%	0.12%	0.13%	0.32%	0.41%	0.73%	0.48%	0.56%	2.50%	0.20%	0.25%	0.23%
Facilities	0.17%	0.31%	0.26%	0%	0%	0%	0%	0.56%	0.08%	0.46%	0.50%	0.51%

Source: BA-NY File 3Q97 Provisioning performance report

Provisioning metrics for the end-to-end test

Metrics for Oct 1- 22, 1997

	Resale	UNE Platform	Resale Cum.	UNE Cum.	Retail Cum.
Installation Interval Offered (days)	1.9	1.8	2.0	3.9	0.8
Installation Interval Completed (days)	1.9	1.8	2.0	3.4	0.8
% Missed Appointments	0.0%	0.0%	0.9%	0.2%	1.7%

Source: BA-NY CISR/SOP reports

Resale and UNE-platform measurements are for the test CLEC

Cumulative numbers are for the entire BA-NY region.

Capacity Calculations for the CATC and RCMAC

Daily Capacity Calculations

Organization	Data Source	Lines per FTE per Hour	Current # FTEs	Productive Hours	Total Capacity
CATC	T&M Study	4.72	12	7	387
RCMAC	T&M Study	11.00	4	7	308

Daily Capacity = (Lines per FTE per Hour) X (Current # FTEs) X (Production Hours)

FTE: Full-time equivalent

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Billing Process

Section G

Billing Process

- G-1: Billing systems flow diagram**
- G-2: Historical timeliness of daily usage feed**
- G-3: Billing usage accuracy (EMR)**